



CITY OF CHARLOTTESVILLE  
invites applications for the position of:

# Pupil Transportation Lead Operator

An Equal Opportunity Employer

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**CLOSING DATE:** 12/29/2017 05:00 PM

**APPLY ONLINE AT:** [www.charlottesville.org/jobs](http://www.charlottesville.org/jobs)

## **GENERAL SUMMARY:**

**The starting hiring range is \$15.50 to \$24.71 an hour.**

This Lead Operator, with Pupil Transportation (School Bus), is responsible for ensuring transit services run efficiently by providing information and logistics to supervisors, drivers, passengers, and/or parents and school officials ensuring trips are routed efficiently with minimal delays. Responsible for providing day-to-day guidance to the supervisors and drivers through various methods of communication. Ensures the daily service needs are met, including re-assignment of personnel, re-routing of vehicles, and dispatching additional driver/vehicles as needed.

Work is performed under the general supervision of the Assistant Transit Operations Manager.

## **ESSENTIAL RESPONSIBILITIES AND DUTIES:**

- Monitor and maintain Automatic Vehicle Locator system to maintain accuracy for data collection as well as information for the public.
- Receives, dispatches and records transit requests; prepares and maintains appropriate records and files.
- Communicates route information to drivers; provides directions to destinations; provides appropriate information to customers; provides other service directions.
- Operates computer, two-way radio system, and other standard office equipment.
- Revises schedules as needed in response to changes in driver availability and passenger demands, and traffic conditions. May create schedules as directed.
- Generates operational reports to ensure consistent efficient and effective service levels such as Day Pass counts or Daily student counts, missed stops/early/late run or route recording, Pre-trip log recording.
- Assists customers, general public, parents, and/or school administrators with complaints and problems pertaining to service delivery, routes, or personnel; refers such complaints as appropriate.
- May operate a City vehicle in the performance of the job duties including transit or school buses and support vehicles.
- May operate a passenger bus on an assigned route and schedule. Board and unload passengers safely.
- May conduct pre- and post-trip inspections to ensure proper operating condition of vehicle and related equipment.
- May need to make preliminary decisions or provide back up for crisis responses, such as accidents, injuries, breakdowns, and inclement weather.
- May prepare service orders, requisitions, and correspondence.
- Performs duties according to City, State, and Federal laws and guidelines.
- Performs related tasks as required.

**EDUCATION,  
EXPERIENCE AND  
SKILLS:**

**Minimum Qualifications:**

- Any combination of education and experience equivalent to an associate's degree in administrative, business, operations, or related field. (Minimally, possession of a high school diploma or GED plus two years of relevant work experience may be considered equivalent.)
- Minimum of 6 months of experience in related field such as office, customer service or clerical administration using computerized systems required.
- Basic computer skills are required with ability to do email, word processing, spreadsheet, and operate an Automatic Vehicle Location system.

**Special Requirements:**

- A valid Virginia driver's license is required. (To view our driving eligibility requirements, go to the '*About City Jobs*' section of our FAQs on the HR webpage)
- Must obtain a Class A or B Virginia Commercials Driver's License with passenger, school bus, and air brake endorsements within 90 days of hire.
- Must have no reckless driving or driving under the influence convictions within five years and less than two moving violations within 12 months of employment start date.
- Must be able to pass all phases of the pre-employment screening process, to include a Virginia Department of Transportation Physical Assessment, background check and pre-employment drug screening.
- This position may be subject to successfully passing the EB.001 School Bus Drivers Application for Physician Certificate annually.

**Preferred Qualifications:**

- Preference for at least 6 months of dispatch experience.

**Skills:** Ability to develop thorough knowledge of the service area required within 1 month of hire. Ability to learn how to operate an Automated Vehicle Location system within 1 month of hire. Through knowledge of transportation policies and procedures. Ability to record information accurately and quickly. Office management and administrative skills; Strong computer skills: Excellent oral and written communication abilities. Ability to solve problems within scope of responsibility effectively and efficiently. Ability to deal with the public and drivers in a courteous and professional manner. Ability to manage multiple tasks. Ability to work independently. Ability to remain calm and make decisions under pressure. Ability to meet daily deadlines.

**PHYSICAL  
CONDITIONS &  
WORK  
CONTACTS:**

All employees must satisfy the Virginia Department of Transportation Physical Assessment provided by the City before being hired. Employees are also required to be able to pass the DOT Physical Assessment at any given time during employment.

Employees must also be able to satisfy the following physical requirements: Long periods of sitting; Frequent overhead reaching; Frequent bending over; Ability to secure a wheelchair safely on the bus; Occasional lifting of at least fifty pounds is required.

Frequent contact with Transportation Supervisor, fellow drivers, passengers, parents, and students is required. Contact with various administrators, and the general public is required. Occasional meetings with administrators and/or parents and patrons are necessary. Person shall have no impairment of the use of a foot, leg, hand, finger, or an arm, and no other structural defects or limitation likely to interfere with the ability to control and safely drive a bus. Must have the physical ability to descend from or climb up to at least 3.5 feet, at the emergency door, to assist in the evacuation of the passengers. Operation of vehicles during inclement weather is required.

Applications are only accepted online through our website listed and only until the closing date of the position on December 29, 2017 at 5pm EST. The City of Charlottesville is an Equal Opportunity Employer and supports workforce diversity.

City of Charlottesville - Department of Human Resources contact information: (434) 970-3490;  
[hr@charlottesville.org](mailto:hr@charlottesville.org).